



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
CHARLES M. PALMER, DIRECTOR

INFORMATIONAL LETTER NO. 993

DATE: March 25, 2011

TO: All Iowa Medicaid Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Revised Adjustment Request Form, Revised Recoupment (Credit) Form

EFFECTIVE: June 1, 2011

Effective June 1, 2011 providers must use the new Adjustment Request Form, 470-0040 (Rev. 3/11), or the Recoupment Request Form, 470-4987 (3/11) when submitting a claim adjustment or recoupment (credit) to the IME. These two new forms replace the single, combination "credit/adjustment" form currently in use. The new forms are designed to minimize confusion around a provider's request and make processing more efficient.

The Adjustment Request form is used to request that claims already paid by Medicaid be changed or corrected (adjusted). The Recoupment form is used to request that Medicaid take back the claim payment entirely (recoup/credit).

Important reminders when using the new forms:

- All forms must be filled out completely.
- All forms must have the appropriate supporting documentation that matches the claim information from the previously paid claim.
 - Recoupment requests **MUST HAVE** a Remittance Advice (RA) attached.
 - Adjustment requests **MUST HAVE** a corrected claim or a RA with changes attached.
- Changes made on the Remittance Advice (RA) must be clear.
- When attaching a corrected claim, include all charges that need to be processed, not just the line that needs to be corrected.
- Denied claims must be resubmitted in the normal claim submission process-denied claims cannot be adjusted.

We encourage you to begin using the new forms immediately; however, providers **must begin using the new forms as of June 1, 2011**. The forms can found and downloaded from the IME website at: <http://www.ime.state.ia.us/Providers/Forms.html>.

As always, mail completed Adjustment Request and Recoupment Request forms and supporting documents to:

IME Provider Services
PO Box 36450
Des Moines, IA 50315

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, locally 515-256-4609 or by e-mail at imeproviderservices@dhs.state.ia.us.